Service Desk Support Scenarios

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Self-Registration Support Scenarios

If a user calls with an ENTAA issue, and they were trying to self-register or to confirm or use a self-registered account, follow these steps:

General Troubleshooting Script

1. If the user DOES NOT KNOW their user ID, use the "Forgot User ID" link at the logon page to have a reminder sent to the e-mail address on record. If the user does not have access to this e-mail address, the account cannot be recovered securely.
2. If the user's ID ends with **iowa.gov** or **state.ia.us**, it is a State account in Active Directory, and is not a self-registered account. Use the normal support procedure to help this user.OTHERWISE,
3. Log into ENTAA Admin (as yourself).
4. Enter the user's ID into the "Account ID" box, then click the "Account Details" button:

5. If the user has account details (see below), they have been registered and confirmed with ENTAA. Continue to one of the other problem statements as appropriate.

6. If the user DOES NOT have account details (see below), their account has not been confirmed (created) yet. Escalate to developers for resolution.

Administration Main Entry

❌ Invalid User Id specified: User not found on ADAM

Account Management for Electronic PID

Enter an Account ID and click an action item

Account ID: [   ]

Change the password for this account: [Change Password]

Edit your own baseline: [Identity Baseline]

Edit the user's privileges: [Privileges]

View account information: [Account Details]

User cannot confirm account

Some users may not receive the confirmation e-mail, or may have problems when following the link in the e-mail.

1. If the user DID NOT RECEIVE the confirmation e-mail, escalate to developers for resolution (note that email delivery may take several minutes to several hours, depending on the user's email provider)
2. Cancel the pending account and start over. See Cancelling a pending account request, below.
3. If the user receives an **error message about JavaScript**, have them verify that their security settings allow JavaScript, or at least prompt to allow it.**For IE**: Go to Tools, Internet Options menu, Security Tab. Click on the "Internet" icon (the globe picture). Verify that the security setting is Medium or lower.**For Firefox**: Go to Tools, Options menu. Click on the "Content" icon (globe picture). Check the "Allow JavaScript" checkbox.For all others: Escalate to developers for resolution.
4. If the user receives an **error message about cookies**, have them verify that cookies are enabled: **For IE**: Go to Tools, Internet Options menu, Privacy Tab. Verify that the privacy setting is Medium High or lower.**For Firefox**: Go to Tools, Options menu. Click on the "Privacy" icon (padlock picture). Choose the "Cookies" tab. Check the "Allow sites to set cookies" checkbox. For all others: Escalate to developers for resolution.
5. If the user cannot or will not change these settings, they may not be able to use ENTAA. Escalate to developers for resolution, if the user is willing.

User did not complete baseline

Some users may confirm their self-reg account by following the link in their e-mail confirmation, but then cancel out before completing their baseline.

1. If the user DOES NOT exist (see General Troubleshooting Script), then the account has been reserved but not confirmed. Instruct the user to follow the link in their confirmation e-mail again.
2. If after trying this, the account still DOES NOT exist, see Cancelling a pending account request, below.
3. If the user DOES EXIST, make note of the e-mail address on their Account Details screen.
4. Click the "Reset Baseline" button in the Account Details screen to require a new baseline and assign a temporary password.
5. **DO NOT READ THE TEMPORARY PASSWORD TO THE USER**.
6. E-Mail the temporary password to the email address noted in step #3.
7. The user will be required to fill out a new baseline and change the temporary password on their next successful login.

Cancelling a pending account request

There are two ways a user can delete their pending account and try to register with the same email address:

1. Have the user go to the application again and try to log on. The ENTAA service should automatically take the user to the confirmation page. Click "Start Over" on the confirmation page to delete the temporary account and the browser cookie, then re-start the self-registration process, OR
2. Wait 48 hours. The temporary account will be deleted and the user can register again.

"You must change your password" – over and over again

If the user has changed their password but is still being prompted to do so, follow these steps:

1. If the user HAS completed their **baseline**, have the user use the "Forgot Password" feature to change their password. This method will get them out of the loop.
2. If the user HAS NOT completed their baseline, escalate to developers for resolution.